DOCUMENT RESUME

ED 328 687 CE 056 781

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TITLE Project T.E.A.M. (Technical Education Advancement Modules). Job Search Skills.
INSTITUTION Greenville Technical Coll., S.C.
SPONS AGENCY Office of Vocational and Adult Education (ED), Washington, DC.
PUB DATE 90
CONTRACT V199A90094-89
NOTE 63p.; For related training modules, see CE 056 779-788.
PUB TYPE Guides - Classroom Use - Teaching Guides (For Teacher) (052) -- Guides - Classroom Use - Instructional Materials (For Learner) (051)

EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS *Career Choice; Career Education; Course Content; Demonstration Programs; *Employment Interviews; Employment Potential; Futures (of Society); *Job Search Methods; Job Skills; Publicity; Public Relations; *Resumes (Personal); Teaching Methods; *Technical Education; Technical Occupations; Technological Advancement; Two Year Colleges; Units of Study

ABSTRACT

This module is one of a series developed by Project TEAM (Technical Education Advancement Modules), a cooperative demonstration program for high technology training for unemployed, underemployed, and existing industrial employees needing upgrading. This module is a 3-hour overview course intended to develop competencies in the following job search skills: understanding and setting personal goals, researching career goals, developing resumes, and preparing for job interviews. The manual serves as a student outline and as an instructor guide. It includes information sheets, role-playing exercises, fill-in forms, and other learning activities. (KC)

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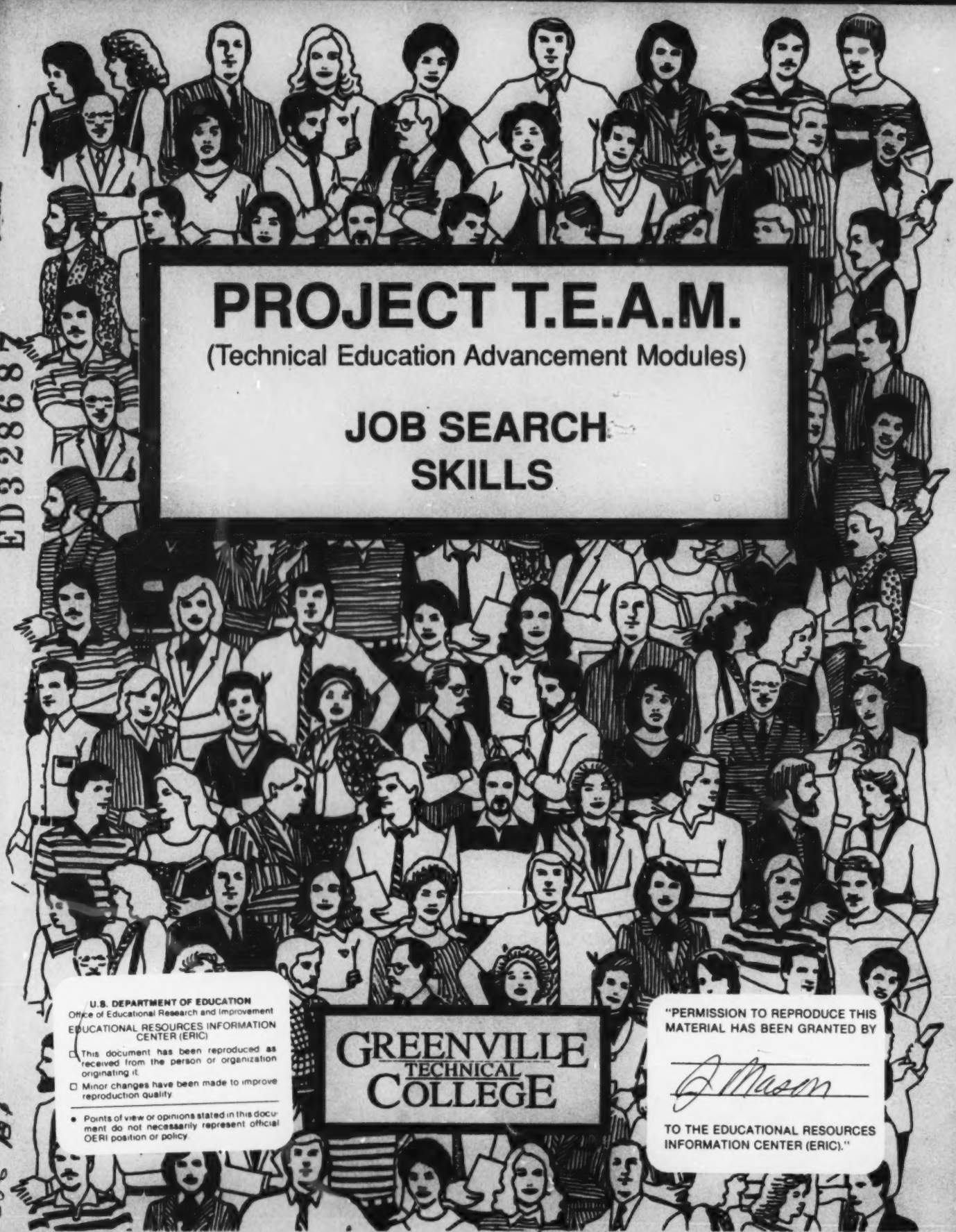

PROJECT T.E.A.M.

(Technical Education Advancement Modules)

JOB SEARCH SKILLS

GREENVILLE TECHNICAL COLLEGE

ED328687

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GREENVILLE TECHNICAL COLLEGE

PROJECT TEAM
TECHNICAL EDUCATION ADVANCEMENT MODULES

INSTRUCTIONAL MODULE:

JOB SEARCH SKILLS

Developed by:

Joan S. Mason, Career Advancement Center, Greenville Technical College

Funded by:

Cooperative Demonstration Program CFDA No. 84.199A
U.S. Department of Education
1989-1990
(Federal share $280,345 [75%]; College share $133,650 [25%])

Introduction:

The purpose of this manual is to serve as an instructional guide for the TEAM Grant module Job Search Skills.

Job Search Skills is a three hour overview course intended to develop competencies in the following skill areas:

Understanding and Setting Personal Goals
Researching Career Goals
Developing Resumes
Preparing for Job Interviews

Overview of Project TEAM:

Project TEAM (Technical Education Advancement Modules) is a program targeted toward the unemployed, underemployed, and existing industrial employees who are in need of upgrading basic technical competencies. The program seeks to give adequate preparatory educational opportunities in generic technical skill areas and to create a public awareness of the need for these basic skills. Curriculum content was determined by an assessment team of local industrial employers. Their evaluation resulted in the development of 15 instructional modules; some of which may be industry specific, but most of which are applicable in and necessary to a majority of industrial settings. The modules may be used collectively or as a separate curriculum for a specific course or courses. The material contained in each manual will serve as a student outline and as an instructor guide which may be used selectively or in its entirety.

STEP ONE

STUDY YOURSELF

GET TO KNOW YOURSELF: "Finding a job requires "selling" or marketing to potential employers. As with any product, you need to know what it is you are selling..."

HOLLAND'S PERSONAL ORIENTATIONS (LIFE STYLES),

Or Preferred Approaches to Life Situations

(1) Realistic people are characterized by competitive/assertive behavior and by interest in activities that require motor coordination, skill, and physical strength. People oriented toward this role prefer situations involving "action solutions" rather than tasks involving verbal or interpersonal skills. They like to take a concrete approach to problem-solving rather than relying on abstract theory. They tend to be interested in scientific or mechanical rather than cultural and aesthetic areas.

(2) Investigative persons prefer to think rather than to act, to organize and understand rather than to persuade. They are not apt to be too "people oriented."

(3) Social people seem to satisfy their needs in a teaching or helping situation. In contrast to investigative and realistic people, social types are drawn more to seek close interpersonal relationships and are less apt to engage in intellectual or extensive physical activity.

(4) Conventional people don't mind rules and regulations and emphasize self-control. They prefer structure and order to ambiguity in work and interpersonal situations. They place value on prestige or status.

(5) Enterprising people are verbally skilled and use this skill in persuasion rather than support of others. They also value prestige and status and are more apt to pursue it than conventional people.

(6) Artistic people value self-expression and relations with others through artistic expression. They dislike structure, prefer tasks involving personal or physical skills, and are more prone to expression of emotion than others. They are like investigative people but are more interested in the cultural-aesthetic than the scientific.

Based on John L. Holland's MAKING VOCATIONAL CHOICES: A THEORY OF CAREERS (Englewood Cliffs, N.J.: Prentice Hall, 1973).

Based on the previous descriptions, choose the areas (from 1-6) that most resemble your preferred style of behavior.

In the first blank, put the type most similar to you. In the last blank (#6), put the type least like you. Then rank the remaining four in order.

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

While it is helpful for you to assess your own personality style, objective testing is available which measures your vocational interests utilizing the Holland theory. Such testing is offered by the Career Advancement Center at Greenville Technical College on an appointment basis.

Work Values

The things we value are those things that are important to us--we choose our values, we prize them and our actions reflect their significance in our lives. When the things that we value are not present in our work setting, the hours we spend on the job may be less pleasant and less rewarding than they should be. As you consider job opportunities, consider whether your work values are represented there. It will make for a happier you on the job. And, again, such information used during an interview shows a great deal of thoughtfulness and thoroughness on your part.

The Valuing Process

-the way we decide what is most important to us-

CHOOSE:
1. Choosing freely--In order to select a value, one must make the decision of their own free will.
2. Choosing from among alternatives--There could be no values if there were not alternate choices from which to select.
3. Choosing after thoughtful consideration of the consequences of each alternative--In order for a choice to be a value decision, it must be made on the basis of weighing and understanding.

PRIZE:
4. Prizing and cherishing--When we value something, we respect it and hold high esteem.
5. Affirming--We are proud to be associated with our chosen values.

ACT:
6. Acting upon choices--When we have a value, it shows itself in our living and it guides our behavior.
7. Repeating--The actions associated with a value reappear and tend to make a pattern in life.

WORK VALUES CHECKLIST

Which work values are important to you? Read the list below. Then, check <u>five</u> (5) that blend with your particular needs at work.

_____Creativity through arts and crafts

_____Influence people to change attitudes or opinions of others

_____Location

_____Use of training

_____Reputation of employer

_____What shift or days you could work

_____Union

_____Safe working conditions

_____Chance for advancement

_____Make decisions

_____Clean work area

_____Create new ideas or programs

_____Be able to wear nice Clothes

_____Variety

_____Insurance

_____Help others

_____Recognition

_____Approval of spouse, family, and friends

_____Precision work requires careful attention to detail

_____Use of natural ability

_____Likeable boss

_____Accessible building

_____Fulfills a childhood dream

_____Likeable co-workers

_____Retirement plan

_____Sick leave

_____Paid holidays

_____Independence

_____Job security with resonable pay

_____Enjoyment

_____Quiet work area

_____Work alone

_____Rate of pay

_____Satisfaction

Skill Analysis

People are hired because they can perform the duties and responsibilities demanded of a particular job. Yet, it is up to the job applicant to ensure that the potential employer knows he has the skills or abilities to do the job. Therefore, the more clearly we understand our own skills, the more easily we can communicate these capabilities to an employer. To get the job, you must be able to talk clearly and confidently about your skills.

Occupational Skills fall into three categories:

1. Work-content skills: These skills relate directly to the technical abilities and specific knowledge you must have to perform a job. Usually formal education or on-the-job training are necessary to acquire these skills .

2. Self-management skills: These skills reflect the personality traits you have developed over the years or you have learned in interacting with others. They can be described as the personal characteristics that make you a good worker; for example, your level of dependability, cooperativeness, and efficiency.

3. Transferable skills: Skills developed under any circumstances are still skills. We must learn to see our abilities as useful in situations other than those where they might be normally used. A good listener to family and friends may have excellent counseling skills, for instance.

CAREERS TO CONSIDER

If You're:	You Might Enjoy This Job:
Realistic	Aircraft Mechanic Carpenter Electrician Police Officer Telephone Repair
Investigative	Chiropractor Computer Programmer Dental Hygienist Electronic Technician Surveyor
Artistic	Advertising Executive Interior Designer Legal Assistant Newspaper Reporter Photographer
Social	Child Care Assistant Elementary School Teacher Nurse Aide Operating Room Technician Registered Nurse
Enterprising	Barber/Hairstylist Buyer/Merchandise Insurance Agent Real Estate Agent Restaurant Manager
Conventional	Accountant Bookkeeper Data Entry Operator Dental Assistant Teacher Aide

WORKSHEET

EDUCATIONAL ACHIEVEMENTS

Make a list of any high school, vocational/technical training, college, special courses, or programs attended.

SCHOOL	CITY	DATES ATTENDED	DEGREE EARNED

Which courses did you like most? Why?

_____ _____

_____ _____

_____ _____

Which course did you like least? Why?

_____ _____

_____ _____

_____ _____

WORKSHEET

EXPERIENCE

List your past 3-5 jobs providing the following information for each:

Name and address of Employee: _____

Job Title: _____

Primary Duties: _____

_____

Dates of Employment: _____

What you liked most about the job: _____

What you liked least about the job: _____

«««««««««««««

Name and address of Employee: _____

Job Title: _____

Primary Duties: _____

_____

Dates of Employment: _____

What you liked most about the job: _____

What you liked least about the job: _____

«««««««««««««

Name and address of Employee: _____

Job Title: _____

Primary Duties: _____

_____

Dates of Employment: _____

What you liked most about the job: _____

What you liked least about the job: _____

Name and address of Employee: _____

Job Title: _____

Primary Duties: _____

_____

Dates of Employment: _____

What you liked most about the job: _____

What you liked least about the job: _____

****

Name and address of Employee: _____

Job Title: _____

Primary Duties: _____

_____

Dates of Employment: _____

What you liked most about the job: _____

What you liked least about the job: _____

STEP TWO

SET GOALS

JOB RESOURCES

In compiling your personal portfolio, you have analyzed and ordered a great deal of factual information about yourself. Although this information will prove especially valuable as you engage in job application procedures, it should primarily serve as a means by which you can become acutely aware of your career goals.

At this point you should identify a primary career field in which you would like to work. Outline your job target utilizing the worksheet which follows. The purpose of this goal setting exercise is to have you consider your job goal in terms of your previously analyzed career interests, values, skills, education and experience. You may have revisions to your "Career Goal Outline" as you further research the positions and the companies you select. Additionally, you may choose to complete more than one outline if you have secondary or alternate goals. Once completed, your Career Goal Outline(s) should be presented to or discussed with your job search network.

CAREER GOAL OUTLINE

Your Career Goal

Job Title (if possible):
Description of Responsibilities:

Related Education:
List any educational programs you have attended which have some relation to your job goal:

Work Experience:
List any related job experience (paid, part-time, volunteer, temporary):

Related Hobbies/Interest/Talents:
Summarize any activities that show a connnection to your goal:

Special Awards & Achievements:
Note any recognition you have earned that relates to your job target:

Career Analysis

Whether you have identified your career goal or only possible avenues of direction, the next necessary step to take is to learn more about the specifics of the job and the procedures you will need to follow as you seek employment in your chosen field. just as previous exercises in self-assessment should enable you to better discuss your goals and qualifications, the research you will now undertake will also make it easier for you to communicate as you begin to meet with potential employers.

An excellent source for specific job information is the Occupational Outlook Handbook, a resource published every two years by the U. S. Department of Labor, Bureau Of Labor Statistics. The handbook is well assembled for easy reference to job descriptions in all occupational categories. In addition to explaining job functions, the book provides information on educational and training requirements, working conditions, earnings and anticipated job availability. Included here is a career analysis worksheet for you to use in conjunction with the Occupational Outlook Handbook. You should complete an analysis sheet for all job goals you have identified as probabilities.

CAREER ANALYSIS WORKSHEET

Using the Occupational Outlook Handbook, complete the following items.

Career (field)_____

Education & Training Needed:

Skills Needed:
(Circle those you now have)

Working Hours & Conditions:

Salary Range: _____ Hour _____ Month _____ Year

Unusual Physical Demands? ____Yes ____No
If yes, describe:

High Degree of Stress or Tension involved? _____ Yes ____No
Does the job allow a degree of independence? _____ Yes ____No
Does the job allow a degree of responsibility? _____ Yes ____No
Does the job allow a degree of creativity? _____ Yes ____No
Does the job offer variety? _____ Yes ____No
Does the job offer security? _____ Yes ____No
Is the outlook for hiring in this field good? _____ Yes ____No

Duties to be performed:

1.
2.
3.
4.
5.
6.
7.
8.

Advantages & Satisfactions:

1.
2.
3.
4.
5.

Disadvantages:

1.
2.
3.
4.
5.

Does the job primarily involve working with:

People ____ Things ____ Ideas ____

Combination of _____

Rate this field on a five point scale as to its appropriateness to your background and/or future plans and its appeal to you as a job choice. _____

1 - Excellent
2 - Good
3 - Fair
4 - Poor
5 - Unacceptable

A second, and equally effective method by which you can gain credible information on job requirements and hiring procedures is the direct interview method or informational interview. In such an interview you are in no way bidding for employment -- you are simply asking questions of one or more individuals who now work in a field you are interested in pursuing. Such individuals may be friends, acquaintances, members of your support group or persons you have never met. Generally, people like to talk about their work and would welcome the informational interview, especially if you are sincere in your approach and in using the interview only as a research method.

Just as you would prepare for an employment interview, you should likewise prepare for the informational interview. While specific preparation strategies will be thoroughly presented and discussed for the job interview, it should be noted here that the same rules for appearance, punctuality and preparedness apply during the research interview. Although you will undoubtedly have questions you would like to have answered, suggested questions are provided, covering topics related to job functions, work environment and hiring procedures.

Sample Questions for Informational Interview

1. What skills, education, and experience are required to obtain a job such as yours?
2. What are the specific job duties?
3. What do you like most/least about your job?
4. What is the salary range?
5. What pathways for career growth are available in this field?
6. What is your work area like (individual desk, office, or shared space)?
7. Is special equipment used in your work?
8. Is the work environment quiet, noisy, isolated, bustling?
9. Is there contact with people on the job -- clients, staff?
10. Is the environment formal and structured or informal and flexible?
11. What dress is appropriate on the job?
12. What individual or department is responsible for hiring?
13. What application procedures are followed (application forms, resume, testing, interviewing)?
14. Are there specific attitudes and/or abilities sought in this position?
15. Could you suggest other people or companies that might help in researching the field?
16. Is there any other advice you can give me?

JOB RESOURCES

Now that you have generally identified your career goals, it is time to identify the sources where jobs can be found.

1. Friends, Relatives, Acquaintances. The Number One source for getting a job or for at least getting a tip toward employment is the people you know. Talk to as many people as you can about your career thoughts and plans. This informal method of job hunting often gets the best results.

2. Career Counseling Centers. Although you may want to utilize a career center as you initiate the self-exploration phase of your job search, such an organization may be an equally good source for job information. Placement is not a typical part of the counseling center's scope of services, but counselors are certainly adept at suggesting career fields and companies that match the qualifications and interests of their clients. Services do usually include assistance with job search skills, such as resume and interviewing preparation.

3. College Placement Centers. Although primarily limited to serving its own students and alumni, college or university placement offices provide a wide range of services related to the employment search. Many arrange on-campus placement interviews with potential employers, while others provide up-dated listings (often computerized) of job opportunities on a local, statewide or regional basis. Often career planning and training in job search skills are also available through the college placement office.

4. The Library. A public or school library can be an invaluable aid to your job search. Once you have identified a career field, you need to know names of companies or agencies that hire in your chosen area. A reference librarian can assist you in locating sources of information such as professional or trade journals, employment directories and specialized job search manuals. Beyond gaining knowledge of company names and locations, your library research can add to your understanding of career functions and any unique vocabulary or terminology that might be helpful in later communications with potential employers.

5. Help Wanted Advertisements. Help wanted ads may appear in newspapers, professsional journals or on bulletin boards. These sources often list jobs either alphabetically or by job categories. Generally, you are provided with a job description, salary range and contact information. While job opportunities can certainly be found via this source, the applicant should be aware that such listings are limited and often open you to calls from private employment agencies or individual employers who have placed "blind advertisements." The want ad resource should not be overlooked, but it should never be your sole source for learning of career opportunities.

6. State Employment Services (Job Service). Although the exact agency names may vary, each state has an employment service agency which

includes a job service office authorized to provide job listings in a broad range of categories. The South Carolina Employment Security Commission has job service offices in several locations throughout the state. Each state office provides a computerized daily listing and description of available jobs (SCOSIS). Additional terminals accessing this same information can be found at other state agencies and vocational or technical education centers. The job service agency further provides staff counseling and job search assistance as a public service. While the computer listing and additional services can be quite helpful, it should be noted that the listings are limited to those companies who choose to notify the Employment Security Commission of openings and generally contain lower salaried positions.

7. Private Personnel Agencies. The private personnel agency is in business to link employers and employees. Jobs are generally available through this source, but the applicant should use them only with a firm knowledge of his own individual job goals and of the agencies reputation and fee structure. If you should choose to follow this route toward employment, be sure to select an agency that has a well-respected business record and then be certain that you fully understand their comprehensive assistance program and how much it will cost you. Of course, read carefully any contracts you are asked to sign.

8. Temporary Employment Agencies. Temporary agencies assist employers with finding personnel to handle temporary job needs which may have arisen because of cyclical work overload, vacation schedules or extra projects. By taking the interviewing and payroll burden off the employer and charging the company for this service, the temporary help firm can offer jobs at no cost to the job applicant. Although primarily offering clerical or office opportunities, many temporaries are expanding into other occupational fields and professional specialties and this source should be given consideration. The temporary method is an excellent idea for someone who is thinking of re-entering the job market. While temporary placements may turn into full-time careers, they always provide job-related experience. Even if the temporary job does not fit your job goal exactly, it can provide outstanding benefits such as adding to your skills, your level of confidence and your reference resources.

9. Public Agencies. All city, county and state agencies have personnel divisions which are charged with hiring a full range of technical, clerical, craft and professional positions. In most cases, a rigid application procedure is utilized, often including pre-employment testing. Federal agencies likewise are a source of employment in a variety of career fields and will offer regional employment offices to which you may apply. While many federal and some state agency positions are part of the civil service system, and often mean a lengthy application process, public agency employment possibilities are extensive and, where they fit career goals, should be considered. Local phone directories can provide you with city and county agency numbers and many state organizations as well. If you have difficulty finding a local listing for federal agencies of interest to you, write for information to the U. S. Office of Personnel Management, 1900 E Street, NW, Washington, D.C. 20415.

10. Industry Personnel Offices. Larger companies that you may be interested in have personnel or human resources divisions. You should contact these departments directly to learn of application procedures and hiring policies. Even where no openings exist, you can often add to your job search information and perhaps get leads for other job opportunities in your field.

    Smaller firms that you contact will generallly not have a separate personnel division. In this case, you should attempt to learn the name of the individual within the company who is responsible for hiring and be certain to address any contacts you make to that individual.

11. The Yellow Pages. After identifying your job goal(s), you should begin to determine those companies that hire in the field(s) you are pursuing. The Yellow Pages of the telephone directory are an excellent source for listing potential employment opportunities. The classified section is divided into functional topics, so be sure to check all headings related to your job interest area.

12. Volunteer Employment. If you are planning to enter or re-enter the job market and know that you lack relevant work experience, a possible source for job exposure would be volunteer employment. Non-profit organizations particularly rely on such assistance, but other employers would most likely welcome this approach. While you would not be receiving compensation for your services, you would be gaining job experience and confidence, and could perhaps open yourself to opportunities you observe around you. Just be certain that your volunteer service is in your field of interest and is helping you to develop skills useful to your career plans.

13. Self-Employment. The goals of many individuals lie with an opportunity to develop their own business. Whether the business utilizes a talent you can offer from your home or whether you start your own company, the experience is an exciting one and offers a tremendous learning experience. Should you choose this route of employment, you should be certain to learn all you can about starting and operating a business venture. Community colleges and other local agencies offer seminars and assistance on the procedural matters of initiating a business. No matter how knowledgeable you are in your field, you will need to develop a good business sense to make your operation run smoothly.

14. Support Groups. Job hunting can be lonely and frustrating. Although you can obtain professional counseling assistance, you may feel more comfortable learning from and sharing experiences with others who are in your same boat. Churches and counseling centers are possible locations offering job search support groups where those seeking employment may share their ideas and concerns. Much can be learned from the successes and failures of others and additional opportunities for building motivation and confidence are present within this setting.

15. Personal Awareness. TALK as much as you can about your job objectives and your job hunting experience. But also LISTEN and keep your eyes and ears open to information and leads which may be of help to you effort. Sources of job information are all around you - stay alert!

STEP THREE

DEVELOPING YOUR RESUME AND COVER LETTER

JOB SEARCH DOCUMENTS

You know your job target and have considered companies that need the type of skills and qualifications you possess. It is now time to develop your own personal sales kit. The kit consists of the written documents that you develop as a means to win you interviews with potential employers:

(1) the resume
(2) the cover letter
(3) the employment application

What Is A Resume?

A resume is a summary of an individual's educational and work experience qualifications. For the employer, the resume is a means of comparing and screening applicants for hiring; for the writer of the resume, it has one major function: to get you an interview so that you can demonstrate your qualifications and sell yourself to a potential employer.

A resume is necessary -- on all career levels and for all kinds of jobs. Even if you are never asked to present a resume to an employer, the exercise of having prepared the resume has prepared you to be more knowledgeable and to easily present yourself and your qualifications.

In spite of its necessity a resume is probably the most difficult of your job search documents to prepare. The problem lies not in an inability to list qualifications, but for many there is a hesitancy to write or talk about oneself. There might be gaps in your work history or shortcomings in your educational background. You must realize that it would be a rare individual who has no weak points that need to be played down and that all of us, too, have strong points to accentuate. Remember, the job interview primarily hinges on your communication skills and the topic <u>is you</u>. A resume thoughtfully and carefully developed will prepare you to discuss yourself and will give you the confidence you need to be comfortable with the situation.

In planning your resume, you just need to select the style you feel best compliments your job qualifications. There are primarily two types of resumes: the chronological and the functional.

The chronological or general resume lists, describes and dates your jobs and educational experiences separately. Each item is listed in reverse chronological order, working backwards from your most recent experience. This is the most common approach and is best used by those with uninterrupted work histories.

The functional resume explains your work experience (both paid and volunteer) in terms of the skills utilized, primarily selecting those skills which relate to the job you are now seeking. This format emphasizes your interests and abilities and is a good choice for someone applying for a first job or for a position in which the related job experience is minimal.

Where it would best highlight your qualifications, a combination resume, borrowing from both the chronological and functional forms, may be used. The combination resume names and describes your primary functional skills then follows with a chronological listing of your most recent and relevant positions. This style offers an opportunity to creatively present your experience and may be developed so as to compensate for gaps in work history.

You need to choose the resume format that allows you to most favorably present your job strengths. The resume must be brief and concise, prefereably one page; but certainly no more than two pages. Given such constraints, you need a style that will quickly spell out your case to an employer and will entice him to personally meet with you to discuss the position. There is no set formula, so select the resume format you feel most comfortable with.

The Resume

1. Planning.

   A. Before writing a word, put yourself in the proper frame of mind to "sell" yourself. You need to psych yourself into believing that you-and you alone-are the perfect individual for the job. Your attitude will be apparent in the document you prepare and a positive, confident personality is certainly a favorable one.

   B. Secondly, assemble the material you will need to complete the task of writing your resume. While you will certainly need paper and pencils or pens, you will also need knowledge about yourself. Your personal inventory completed earlier should provide you with the core of information you need. Research sheets you have completed on prospective employers would also prove helpful.

   C. Finally, be sure you have familiarized yourself with the materials you have compiled. Let "yourself" be a topic you can easily write about and later, in the interview, easily discuss.

2. Paper. In its completed form, the resume should be typed on 8 1/2 by 11 inch white bond paper. The document should be free of errors. Copies may be printed or xeroxed, if a quality copy can be obtained.

3. Presentation. As earlier presented, you first need to decide whether you will follow the chronological, functional or combination resume style. Once this is determined, you can play with specific layout arrangements that might enhance your resume and draw more attention. The positioning of headings, white space and indentions can add interest and eye appeal and can also make the document more easily readable. After choosing a pattern, be certain to follow it throughout the resume.

4. Identification. The sole intent of a resume is to identify and present you. Be certain your name, address and telephone number are prominent on the page. Preferably, this information should be centered in all capitals at the top of the document. For the sake of clarity, you should also identify the job objective. By establishing the positon toward which your resume and your career goal is directed, you have left no doubt in the employer's mind as to why you are presenting the resume and for what you wish to be considered. It is a minor detail that says a great deal about your preparation and organizational skills. It may be argued that the stated job objective limits the use of the resume for presentation to different employers and for different positions; but with the use of a word processor the objective can be altered without having to re-write the entire document.

5. Positive Approach. The necessity of a confident outlook and positive attitude have already been emphasized. Not only must an optimistic mood color your entire product, but specific means of demonstrating this attitude should be included. Choose words that are positive in tone. All descriptive statements concerning your past experiences should start with positive action verbs or adjectives that express positive personal characteristics. A sample listing that you may wish to draw from is included.

   Of equal importance in setting the tone for your resume is the positioning of your strongest qualifications. If your educational background is of primary relevancy to the job, place this entry ahead of the listing of your work history. Likewise, in explaining functional skills, elaborate on those in which you have the greatest degree of competency. In other words, stress your strongest "selling points".

6. Education. In presenting your educational qualifications, you begin with the highest level attended. For all

institutions listed, give the school name and location (city & state). If you completed a program of study, name the degree and the year in which it was received. If no degree was awarded, omit the dates of your attendance and simply state the name of the school, its location and your major area of study. Grade point averages are generally not listed, but may be included if they are particularly impressive. Other optional entries are personal or career-development courses which relate directly to the job or which are particularly well regarded.

7. Experience. The manner in which this topic is treated will depend on the type of resume you have chosen to write. If using the chronological approach, you will need to list your present or most recent job first and work backwards. The information to be included consists of the dates of employment, your job title and a brief listing of duties and responsibilities. If you have selected the functional resume, you will need to determine those skills to be highlighted and list them in order of their significance to your job objective. After stating each skill you should describe how and/or where it was utilized, citing illustrative duties performed. Examples of each treatment are provided in sample resumes.

8. References. An employment reference is someone who can recommend you as a good candidate for the job you are seeking. They should be familiar with your past work performance or with your personal character strengths. It is not necessary that you include letters of reference with your resume. You need only to indicate that "References will be provided upon request". Be certain, however, that those you name are agreeable to the task prior to using their name as a source of recommendation. In order to list references for a prospective employer, it will be necessary to have their complete address and telephone number. Also, advise them fully of your job objective and provide them with any additional pertinent data.

9. Cover Letter. A cover letter or letter of transmittal should accompany <u>any</u> resume you send to a prospective employer. While the content of such letters will be discussed later, it should be made clear that this step is a must. The cover letter gives you an opportunity to draw special attention to yourself, your qualifications and your resume. Without it, your resume may never receive the special attention it deserves.

10. Review. Your resume needs to be a perfect document - anything less may reflect poorly on you and your workmanship. Check you resume carefully for errors in grammar, spelling or punctuation. Also review its content for any ommissions in your work history or educational

background. It might be a good idea to have a member of your support group critique your resume in order to get a more objective assessment. Regardless of the inconvenience, make all necessary changes and corrections. The resume has an important job to do and errors should not be allowed to detract from its content.

POSITIVE-ACTION VERB LIST

ability to
accommplished
achieved
adept at
advised
analyzed
arranged
assigned
assisted
attended
authorized
bought
budgeted
built
catalogued
clarified
communicated
completed
composed
conducted
contributed
controlled
coordinated
corrected
created
delegated
demonstrated
decreased
designed
desire
determined
developed
devised
directed
documented
effectively
engineered
established
evaluated
excellent
exercised
exhibited
familiar with
formulated
furnished
gained
graduated
guided
handled
hired
improved
implemented
increased
initiated
inspected
installed
instructed
interviewed
invented
investigated
involved
judged
knowlege of
led
liaison between
made
managed
manufactured
marketed
member of
met
mobilized
operated
ordered
originated
participated
performed
planned
prepared
produced
promoted
proposed
provided
published
purchased
qualified
raised
recommended
recruited
reduced
reported
responsible for
reviewed
satisfied
scheduled
selected
served
skilled
sold
staffed
started
submitted
successfully
supervised
supplied
taught
trained
traveled
utilized
wrote
worked

POSITIVE-QUALITY ADJECTIVE LIST

able
accurate
capable
competent
mature
administrative
executive
stable
positive
successful
qualified
proficient
efficient
consistent
knowledgeable
experienced
productive
effective
thorough
vigorous
original
verstile
well-rounded
resourceful
judicious
extensive
complete
responsible
special
professional
academic

Problem Areas for Resume Writers

*limited experience
*gaps in work history
*experience in fields not related to current job objective
*homemaker/volunteer
*job hopper
*limited education

These are but a few reasons individuals have difficulty tackling the assignment of writing a resume. If all your qualifications were essentially strong, the resume could practically write itself. Realistically, most of us have shortcomings we want to camouflage and circumstances that could benefit from further explanation. Although this situation can create problems for the resume writer, they are far from insurmountable.

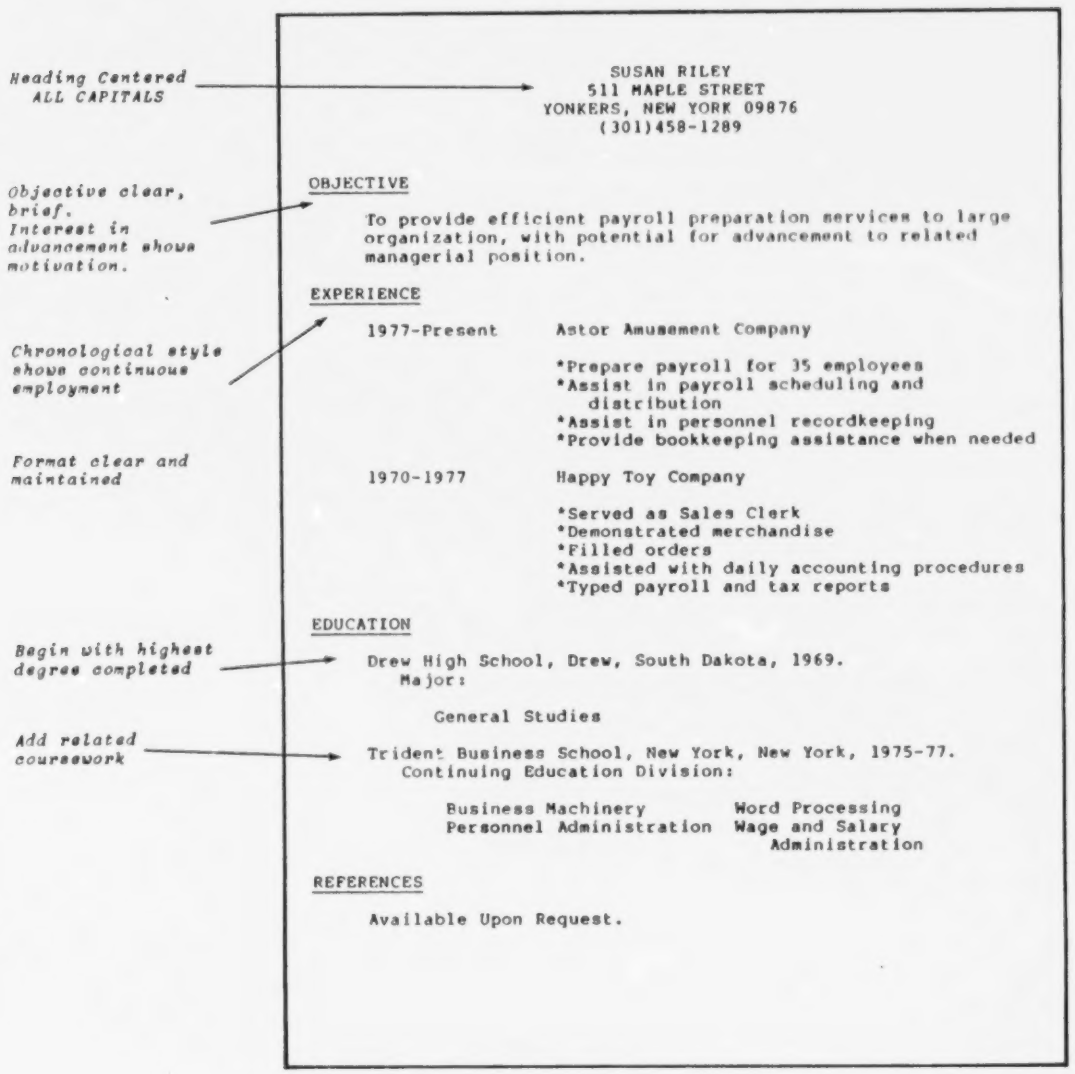
As was previously noted, the circumstances of your work experience and/or educational history should dictate the type of resume chosen: chronological or functional. Within the proper framework your strong points can be accentuated. For example, the functional resume can be the answer to almost any of the problems noted above. The functional format allows you to stress skills and to de-emphasize dates of employment.

Creativity and a positive approach can further aid the situation. Where experience is limited or primarily consists of volunteer work, think in terms of transferable skills. A skill is a skill - managing a home budget or coordinating a corps of volunteers is still financial and personnel management. You must teach yourself to see the functions of your activities in marketable terms. The same advice holds true for the person whose current job goal deviates from his past career experience. A little creativity can help to highlight the skills that particularly relate to the position being considered and they can be described in terms of their use in the new setting. Where appropriate educational qualifications that prepared you for the field should be placed ahead of experience on your resume.

Finally, for the person who would like to hide years of nonpaid employment, a lack of educational degrees, or the fact that job changes have been frequent, a presentation of skills is again the answer. This treatment is not meant as a means to omit pertinent information or to avoid discussing significant facts, but it allows you to postpone their presentation to a time (such as the interview) when you have the opportunity to elaborate. Since the resume must speak for itself, you want it to say only positive things about you and to invite the reader (the employer) to learn more in a personal exchange (the interview).

Now that we have presented the points you need to consider in writing your resume, let's look at how the job was completed by others. For each resume presented, notes have been included to stress particular strong points.

CHRONOLOGICAL RESUME



CHRONOLOGICAL RESUME

Objective omitted to avoid limiting use of resume

Chronological format consistent

Active verbs show high level of responsibility

Begins with highest completed level of education

References noted, not listed

YVONNE ELIZABETH JONES
112 HILLSIDE LANE
YORK, NEVADA 81681
(203)965-2053

EXPERIENCE:

9/84-Present — Instructor
County Technical College
-Teach Word Processing.
-Responsible for developing and writing course material.
-Revised Word Processing Manual for use in seminars.

9/83-6/84 — Substitute Teacher
York County Schools
-Reported when called to replace teachers during absences.
-Followed daily plans left by instructor.
-Directed students in completing assignments.

6/79-6/83 — Business Education Instructor
-Taught variety of business education courses on both secondary and college level.
-Maintained records of student performance and attendance.
-Responsible for student evaluations.

9/77-6/79 — Secretary
State University of New York at Buffalo
-Assisted department chairman in general office responsibilities.
-Served as office receptionist.
-Reorganized and maintained departmental filing system.

EDUCATION:

1985 — Greenville Technical College, Greenville, SC
Word Processing Certificate.

1979 — State University of New York at Buffalo
Associate Degree, Secretarial Science.

REFERENCES:

Available Upon Request.

FUNCTIONAL RESUME

Objective stated in broad terms that stress skills and job environment desired

No dates or locations of employment. Stress on job-related skills--some apparently developed through volunteer work.

Last completed degree plus listing of related coursework

JANE HOLMES ANDERSON
4 MATTHEWS ROAD
ARLINGTON, MISSOURI 28611
(503)295-2687

OBJECTIVE:

Position in design management utilizing strong communication and management skills in a creative environment.

EXPERIENCE:

Design
-coordinated showhouse project for hospital fundraiser
-selected fixtures and color
-adapted new designs to existing structures
-assessed and corrected problems

Management
-designed showroom for plumbing firm
-supervised and trained sales staff
-developed and implemented advertising strategies
-designed facilities and prepared estimates for retail and commercial customers
-maintained and purchased inventory

Sales
-assisted customers with product selection
-handled sales transactions
-provided customers with design assistance

EDUCATION:

Arlington High School, 1955. General Studies.

Ocean County College

Art Classes	Photography
Sales Seminar	Painting and Sculpture

REFERENCES:

Available Upon Request.

FUNCTIONAL RESUME

Objective directed at specific skilled position, but also clarifies job environment sought

Education listed first because of direct application to position desired

Functional resume makes good use of skills developed in non-paid positions

ALICE SMITH
1465 BLOSSOM STREET
LAKEWOOD, OHIO 25183
(403)671-5934

OBJECTIVE:

Word processing position in a client-oriented business or organization.

EDUCATION:

Word Processing Certificate, Lakewood Technical College, 1986.

Clark State College, Clark, Ohio, 1971.
B.A. Major: History
Minor: Music

EXPERIENCE:

Clerical
-assisted with general office responsibilities as school volunteer.
-responsible for home financial management.
-performed temporary secretarial duties for small business.

Administrative
-organized volunteers for community fund-raising project.
-directed committee planning for Women of the Church.
-coordinated PTA program schedule.
-served as PTA President.

Public Relations

-planned advertising campaign for community fund-raising project.
-created posters and local publicity for school programs.
-assisted with preparation of school brochures.

REFERENCES:

Available Upon Request.

BEST COPY AVAILABLE

COMBINATION RESUME

Objective clear and concise

Highlights related job skills using functional approach

Innovative format Excellent use of active verbs

ALICE ANNE RICE
9 HERITAGE ROAD
GREENE, VERMONT 29701
(815)234-1925

OBJECTIVE A position in human resources or customer relations where my communication and organizational skills can be utilized.

SPECIAL SKILLS AND ABILITIES

Belk Simpson Company

Supervised seven sales associates, scheduled work hours, appraised employees' performance, interviewed and hired new personnel.

Developed and implemented systems to handle customer services more accurately and effectively; worked with management to establish policies.

Established and maintained contact with customers resulting in excellent personal sales volume and large customer clientele.

Coordinated events such as special sales and departmental training programs.

Department of Social Services

Interviewed and evaluated needs of social service clients, advised and secured community services.

Reported pertinent facts regarding case development at staff conferences and to other agencies.

Assessed circumstances of family situations to determine if Department of Social Services involvement was warranted under current laws.

Adds chronological information to previous skill listing

Added because of specialized job training

ALICE ANNE RICE
9 HERITAGE ROAD
GREENE, VERMONT 29701
PAGE 2

HISTORY

1974-Present Sales Associate, Assistant to Buyer, Area Supervisor
Belk Simpson Company

1970-1974 Case Manager
Greenville County Department of Social Services
Greenville, South Carolina

EDUCATION

1969 Bachelor of Arts, History, Brennau College
Gainesville, Georgia

1967 Associate of Arts, Vardell Hall
Red Springs, North Carolina

SPECIAL COURSES

1984 "Principles of Management," University of South Carolina at Spartanburg

1983 "Professional Supervisory Training," Belk Store Services

1978 "Principles of Guidance," Clemson University Graduate School

REFERENCES

Upon request.

COMBINATION RESUME

Objective omitted

Education placed first because of high degree of training

Lists employment history, but no dates-good method if gaps exist

Here highlights transferable skills

SANDRA MOORE BRUCE
1005 PEACHTREE STREET
CORINTH, LOUISIANA 38843
(601)257-6995

EDUCATION:

University of Mississippi, Oxford, Mississippi
Master of Business Administration, 1983

NCR Computer Programming School, Dayton, Ohio
Programming Certificate, 1978

Auburn University, Auburn, Alabama
B.A., 1960

EMPLOYMENT:

Financial Consultant
Superior Home Health Care, Corinth, Louisiana
Conducted financial seminars
Counseled staff in budgeting and financial planning

University Instructor
University of Mississippi, Tupelo, Mississippi
Taught Financial Management

Programmer and Customer Service Representative
NCR, Birmingham, Alabama
Assisted in development of computer systems
Wrote computer programs for commercial customers
Trained customers in computer usage

EXPERIENCE:

Instruction and Communication
Presented lectures to community clubs
Co-founder of Community Concert Series
Assisted with corporate fund-raising projects

Household Management
Responsible for budgeting and purchasing
Handle counseling, organization, and supervision of household members

REFERENCES:

Available Upon Request.

Resume Review Questions

*Is the layout appealing to the eye?
*Is the tone positive?
*Is it clear and concise?
*Is it well organized?
*Are you and your qualifications clearly identified?
*Is the resume consistent with your career goals?

Resume Don'ts

*use poor quality xeroxed copies
*title your resume
*include personal information
*state salary requirements geographic limitations
*present reasons for job changes
*be negative

The Cover Letter

Regardless of the style chosen, resumes are basically similar - they explain in concise terms your work history and educational background. Something then, must be used to draw attention to your resume and that something is the cover letter. This is the tool you can use to demonstrate your qualifications, your character and your creativity.

No resume should be sent or taken to an employer without a cover letter. It is your means of introduction and for that reason should be particularly well written, interesting and convincing enough to gain you access to an interview. Like the resume, the cover letter needs to be brief - no more than four or five paragraphs. But it should not mirror the resume in content. In other words, do not repeat data, but instead expand on your qualifications for the particular job you are seeking.

The cover letter which follows offers suggestions on content:

218 Austin Street
Barton, TX 28513
November 18, 1986

Mr. John P. James
Barton Business Products
515 Main Street
Barton, TX 28501

Dear Mr. James:

The opening paragraph of your cover letter should state the position or the type of work for which you are applying. You should also indicate the source of information or the specific interest which led you to apply with this particular organization.

Here you make your power play - why you are right for the job. You will need to show an understanding of the work of the company and of the particular position and explain why you are both interested and qualified. Where appropriate, you might offer academic background, work experience or other achievements as credentials.

Since you will not want to repeat data found on your resume, you should now refer the reader to the resume you have enclosed.

Now is the time to directly ask for the interview. Show some flexibility in the times and dates on which you would be available to interview, but be certain to indicate that you will follow through in an effort to learn of a response to your request. It would, nonetheless, be appropriate to repeat your phone number, giving the company an opportunity to contact you first. Finally, close your letter with a statement showing again your interest in the job and in hearing from the company.

Sincerely,

Mary Smith

While the resume may be appropriate for use in applying with a number of different companies, a personlized cover letter should be submitted to each employer and should be targeted to each position. Of utmost importance is the need to direct the letter and the resume to the correct person: the individual in the company who does the hiring. And be certain to use the individual's name and title. This final task can usually be accomplished with a telephone call to the company, questioning the switchboard operator or receptionist as to whom you should direct your letter. If this fails, however, be diligent in your research. It would be unfortunate to waste all of the energies involved in preparing your resume and cover letter only to have them reviewed by the incorrect person.

HOW TO PREPARE YOUR COVER LETTER

*Prepare a typed copy on quality bond paper, 8 1/2 X 11 inches.

*Personally direct your letter but be professional in tone.

*Project a confident, courteous, likeable image.

*Be creative and interesting, but follow a business letter format.

*Be certain the final copy is error free.

*Link your qualifications to the needs of the company.

*Directly bid for an interview.

SAMPLE COVER LETTER

511 Maple Street
Yonkers, New York 09876
January 5, 1987

Mr. Robert Hines
Manager
L. R. Smith Company
PO Box 4616
Yonkers, NY 09876

Dear Mr. Hines:

I am most interested in determining the possibility of obtaining a payroll management position with the L. R. Smith Company. In learning of the company's expansion program, I felt the opportunity would exist for additional qualified staffing in your business office.

In reviewing the enclosed resume, you will notice that I have extensive experience in many phases of retail marketing. Most recently, however, I have specialized my training in the area of payroll management and related business systems. As your firm continues to grow, the added demand in payroll preparation and personnel record-keeping will undoubtedly require highly trained and experienced employees. I feel I can offer the knowledge, initiative and energy to effectively fill such a position.

I would appreciate having the opportunity to meet with you to discuss how I might be an asset to your company. I will telephone you in a few days to arrange a time that would be mutually convenient. Thank you for taking the time to consider my qualifications as they relate to the objectives of the L. R. Smith Company.

Sincerely,

Susan Riley

Enclosure

The Application Form

Many companies, especially those smaller in size, have no formal application forms or procedures. But the job hunter needs to be prepared in the proper methods for completing an application form, should it be a requirement for employment consideration. So often the application form is viewed as a formality and as simply a means for a company to standardize the information it receives from job applicants. While this may be partially correct, the significance of the form should not be overlooked. As with any phase of the job search, the manner in which you complete the application form (as well as its content) reflects on you as a potential employee. It is obvious to assume that the effort you put in to preparing a neat, accurate and complete application form will pay off in assisting your resume and cover letter in doing their job - winning you the job interview.

The best way to prepare yourself for the task of filling out an application form is to practice. If at all possible, call the orgainzation(s) to which you wish to apply and ask that they send you a copy of the application form either to complete ahead of time or to use purely for practice. In some instances, a company may require the forms to be filled out in person. Should this be your circumstance, a similar test run can be achieved by completing the sample form found here.

The first and most important step in completing an application form is to read it in its entirety prior to making the first mark on the page. Application forms differ greatly and regardless of your experience in using them, questions and format will vary. Such a preview of the form will help to avoid duplicating information and will ensure that the data is placed in the appropriate spaces. Prior to completing the form, clarify any questions you may have and be certain you understand and follow all directions.

The sample application form which follows contains those questions commonly found. Use this as a guide in collecting the base data you should need in applying for a position. Most of the information would have been compiled on earlier worksheets in this manual. However, be certain to have the information at your disposal when you apply.

"THE FIRST AND MOST IMPORTANT STEP in completing an application form is to read it in its entirety prior to making the first mark on the page."

APPLICATION FOR EMPLOYMENT

Please complete this application in typewriting or printing. Be accurate and complete. Information you give will not be used for purposes prohibited by law.

PERSONAL INFORMATION

Date _____ S.S. No. _____

NAME _____
LAST FIRST MIDDLE

PRESENT ADDRESS _____
STREET CITY STATE ZIP CODE

PERMANENT ADDRESS _____
STREET CITY STATE ZIP CODE

PHONE NO. _____ MESSAGE TELEPHONE _____

IF RELATED TO ANYONE IN OUR EMPLOY, STATE NAME AND DEPARTMENT _____ REFERRED BY _____

EMPLOYMENT DESIRED
POSITION _____ DATE YOU CAN START _____ SALARY DESIRED _____

ARE YOU EMPLOYED NOW? _____ IF SO, MAY WE INQUIRE OF YOUR PRESENT EMPLOYER? _____

EVER APPLIED TO THIS COMPANY BEFORE? _____ WHERE _____ WHEN _____

WORK EXPERIENCE:

DATE MONTH AND YEAR	NAME AND ADDRESS OF EMPLOYER	SALARY	POSITION	REASON FOR LEAVING
FROM				
TO				
FROM				
TO				
FROM				
TO				

EDUCATION	NAME AND LOCATION OF SCHOOL	YEARS ATTENDED	DEGREE EARNED	MAJOR	MINOR
COLLEGE					
TRADE BUSINESS OR CORRESPONDENCE SCHOOL					

SUBJECTS OF SPECIAL STUDY OR RESEARCH WORK _____

REFERENCE: GIVE THE NAMES OF THREE PERSONS NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST ONE YEAR.

NAME	ADDRESS	BUSINESS	YEARS ACQUAINTED
1.			
2.			
3.			

APPLICANT STATEMENT:

I AUTHORIZE THE INVESTIGATION OF ALL STATEMENTS CONTAINED IN THIS APPLICATION. I UNDERSTAND THAT MISREPRESENTATION OF FACTS IS CAUSE FOR DISMISSAL. I UNDERSTAND AND AGREE THAT MY EMPLOYMENT IS FOR NO DEFINITE PERIOD AND MAY, REGARDLESS OF THE DATE OF PAYMENT OF MY WAGES AND SALARY, BE TERMINATED AT ANY TIME WITHOUT ANY PREVIOUS NOTICE.

DATE _____ SIGNATURE _____

HOW TO COMPLETE YOUR APPLICATION FORM

*Use typewriter, if possible, otherwise print or handwrite clearly.
*Follow directions!
*Use the correct lines or spaces.
*Be accurate.
*Be complete.
*Be neat.
*Date and sign the application.

STEP FOUR

THE JOB INTERVIEW

REQUESTING THE JOB INTERVIEW

There are three primary methods which you can use in requesting an interview from prospective employers. The choice you select should depend on either the means with which you are most comfortable or that which is most appropriate to the organization or firm you are contacting.

The options are:
- by letter
- by telephone
- by personal visit

As you have proceeded with your job search, you have developed a resume and have reviewed the steps in writing an accompanying cover letter. A written request for an interview utilizing these documents would be the simplest approach to accomplish. Of course, this method should be reinforced with a telephone call after a reasonable length of time.

A quicker and more direct method is to first contact prospective employers by telephone prior to mailing your resume. Such a step gains you additional research data in knowing of specific openings and application procedures. If this procedure is followed, be certain to practice your conversation so that you will project a polished performance and a good impression.

Finally, for instant results, you may choose to make a personal application with the company(ies) of your choice. If this approach is followed, you need to be totally prepared in both appearance and knowledge to carry out all application and interview procedures. This method eliminates a great deal of the delay often associated in job hunting, but does not give you the more comfortable situation of being "invited" for the interview based on the employer's prior knowledge of you and your qualifications.

Regardless of the approach you use in requesting an interview, your bid must be well-prepared. Know what position you are seeking, how that position fits in with the objectives of the company and why you are qualified for the job. Your request for an interview is most likely your first contact with the employer and you need to make a good first impression. Preparation is the key to ensuring that it is a good one.

If you meet with reluctance or rejection to your proposal for an interview, learn from the experience. Where no opening exists, be sure to keep your opportunities open for the future. It might even be possible for you to help the employer see a need for creating your position, making him or her aware of your services and your potential for helping the company. However, if necessary, select alternative job sources until the timing might be more appropriate for your first choice. And remember, the steps you have followed have given you good experience for continuing with the remainder of your job search.

PERSONAL PREPARATION

Once you have scheduled an interview, your work begins immediately--not on the day of your appointment. Successful interviewing requires preparation and practice.

First, record on your calendar the date, time and location of your interview. Note also with whom you are to meet(name and title). It would be a good idea, too, to find the location ahead of time so that you will not be delayed or "lost" when you do go for your appointment.

Punctuality

Be "on time" for your interview and armed with both the written and verbal information you will need. Plan early what you intend to wear and what materials you will need to have with you. Arrive only a few minutes early and certainly not late. If you allow yourself too much waiting time prior to the interview, it may give you the opportunity to get nervous and it may cause confusion for the interviewer and his staff.

Appearance

It goes without saying that you should be clean and neat. Likewise, conservative dress and appearance are correct in any office setting. Blue and grey are probably the most reliable colors to choose, but, regardless, your style should be professional and should blend with that normally found in the organization. Jewelry should be kep to a minimun.

Take extra care in grooming yourself for the interview and in selecting your wardrobe. Your appearance is the first impression you will make on the employer. If it's a poor one, you may find that qualifications are not enough to overcome the initial assessment the employer has made of you. On the other hand, a good first impression will set a warm, congenial atmosphere for the rest of your meeting.

Support Materials

Know your subject! You are the subject of the idnterview and you should be thoroughly versed with the topic. By now, you have prepared your materials packet--your resume, cover letter and application form. Have the material with you and be prepared to talk freely and easily about it. If you have only recently prepared your resume, you are most likely quite familiar with its contents. A practice interview with a friend or member of your designated support group will help to make you even more comfortable in dicussing it.

YOUR INTERVIEW
MATERIALS PACKET

Resume

Letters of recommendation or list of references

Pens/Pencils

Samples of your work, if applicable

List of your qualifications

Questions you want to ask

Required certificates, licenses, etc.

COMMUNICATION: THE KEY TO SUCCESSFUL INTERVIEWING

Verbal Communication Skills

The heart of the interview is your ability to communicate. At best, the interview is a stressful, challenging (even uncomfortable) situation. But it is one for which you can be verbally prepared and rehearsed.

You are now well advised of the information you need to take to the interview. The manner in which you deliver that information is what we must now concern ourselves with. First, remember that the interview is a professional meeting and should totally be conducted in a businesslike approach. Personal information or problems should not be a part of the discussion. However, if your interviewer solicits such information, respond briefly and as you see fit. In other words, don't be rude but give out only the amount of information you feel is needed or warranted.

In beginning your interview, be certain to address your interviewer by name. If you have not already been introduced, state your own name as well and your purpose in being there, i.e., the specific position in which you are interested. From this point on, demonstrate enthusiasm in what you are doing and confidence in yourself and your qualifications. Even confidence and positivism can be rehearsed. Consider the requirements of the job you're seeking and practice phrases which will explain to the interviewer why you would like the work and why you would be especially well qualified.

Communication Tips
*Be concise. Answer questions completely, but don't be long-winded. Rambling projects nervousness on your part and it may cause you to give unnecessary and unwanted information.
*Be pleasant. Demonstrate to your interviewer that you are friendly and have a sense of humor. Don't tell jokes, but show that it's easy for you to get along well with other people.
*Be honest. Don't tell more than you want the interviewer to know, but do not deliberately lie, or exaggerate about yourself or your accomplishments.
*Be aware of your goal. Let it be your responsibility to keep the interview on track. The purpose of the meeting is to introduce yourself to the employer and to link your qualifications to the job that needs to be filled. It is also your opportunity to determine if the job and the company are right for you, so give information, but also ask what you need to know.

Non-verbal Communication Skills

What you don't say, but instead convey, through body language often speaks louder than your words. Be aware of the attitudes you may be expressing in your non-verbal communication.

To the greatest extent possible project a relaxed impression. Being well prepared for the interview can go a long way toward making this possible. Remember, too, that you are interviewing the company and that you are not the only one on the "firing line".

A smile is the best technique for lessening your tension during the interview.

REMEMBER...

*Eye contact. Look at the person with whom you're speaking. It demonstrates your confidence and your interest in what is being said.

*Maintain good posture. Again, you'll look confident, alert and capable. Slouching, on the other hand, projects boredom and laziness.

*Listen. Pay close attention to what the interviewer is saying. Remember you need to leave the interview with a great deal of information about the job. Also, you wan to hear and understand the questions being asked of you.

VERBAL AND NON-VERBAL COMPONENTS OF BEHAVIOR

	NON-ASSERTIVE	ASSERTIVE	AGGRESSIVE
I. VERBAL	Apologetic words. Veiled Meanings Hedging-failure to come to the point. Rambling; disconnected. At loss for words. Failure to say what you really mean. "I mean", & "You know".	Statement of wants Honest statement of feelings. Objective words Direct statements which say what you mean. "I" messages	"Loaded" words Accusations. Descriptive, subjective terms Imperious, superior words "You" messages, that blame or label.
II. NON-VERBAL			
A. General	Action instead of words, hoping someone will guess what you want. Looking as if you don't mean what you say.	Attentive listening behavior. General assured manner, communicating caring and strength.	Exaggerated show of strength. Flippant, sarcastic style. Air of superiority.
B. Specific			
a. Voice	Weak, hesitant, soft, sometimes wavering	Firm, warm, well-modulated, relaxed	Tense, shrill, loud, shaky, narrowed; cold; "deadly quiet"; demanding, superior, authoritation
b. Eyes	Averted; downcast; teary, pleading	Open, frank, direct.	Expressionless; narrowed; cold; staring; not really "seeing" you.
c. Stance / Posture	Lean for support; stooped; excessive head nodding.	Well balanced, straight-on; erect, relaxed.	Hands on hips; feet apart. Stiff & rigid; rude, imperious.
d. Hands	Fidgety, fluttery, clammy.	Relaxed motions.	Clenched; abrupt gestures, finger-pointing, fist pounding.

Sample Interview Questions

Be prepared to give good answers to your interviewer. Below are questions you're likely to be asked. Practice you responses, keeping in mind the following guidelines.

(1) Stress your accomplishments and skills.

(2) Relate your accomplishments and skills to what you can do for the company.

(3) Listen carefully--understand the questions and answer specifically. Don't be too brief or too long-winded.

(4) Be honest.

(5) Exhibit a calm, relaxed behavior.

(6) Be pleasant in your speech and attitude.

(7) Maintain good eye contact with you interviewer.

****

Why do you want to leave your present position?

Why do you want to return to work now?

How did you get into your field?

How did your education prepare you for this career field?

Does your present employer know you are seeking a job change?

Where do you see yourself in your career over the next 3-5 years?

What salary do you expect?

Why are you interested in working for this company?

How do you think you would fit into our company?

Why have you held so many jobs?

Why do you want to change fields now?

What do you like best about your work?

Well, what can I do for you?

Tell me about yourself.

What are your strengths? weaknesses?

Why do you think we should hire you?

What do you think might differentiate you from other applicants?

****

Be Prepared to Discuss: Job Goals • Education • Experience • Personal Traits

Problem Interview Questions

It's obvious to assume that the interviewer will want to discuss qualifications, but often an applicant's confidence is lessened because of personal circumstances he or she feels might detract from his or her acceptability. Such problem areas are:

*age (too old or too young)

*education (too little or too much)

*disability

*poor work record

*gaps in employment

Rather than seeking to avoid discussion on these points, prepare yourself to turn them to your advantage, explaining that either because of or in spite of these factors you are able to perform the job in question.

Too Old:	Stress experience, stability.
Too Young:	When lacking paid experience, stress related skills and accomplishments. Emphasize enthusiasm and desire to learn and to succeed.
Education:	Regardless of level, stress ability to do this particular job (for which you are applying).
Disability:	Address this early in the interview, emphasizing what you can do regardless of the impairment. Show confidence in yourself.
Work Record:	Evaluate ahead of time why you left each job. Explain your departure in terms of your growth. Never blame former employers.
Gaps:	Account for spaces in work history and stress your sincerity in seeking employment at this time. Focus on transferable skills and interests.

INTERVIEW EVALUATION FORM

Name of Organization _____

Date of Interview _____ Name of Interviewer _____

Address _____ Telephone _____

1. List questions you were asked.

2. What questions did you fail to answer adequately?

3. What skills or qualifications did you fail to mention?

4. What information regarding the position and/or the company do you still need to know?

5. Rate yourself either weak, average or strong on the following:

appearance _____
qualifications _____
support materials _____
verbal communication _____
non-verbal communication _____
attitude _____
punctuality _____

6. List information you learned that would help you in making a decision to accept this position.

7. Is there a follow-up interview? Yes _____ No _____

If yes: Date _____ Time _____ Location _____

Interviewer _____

8. Do you have any follow-up materials to submit? If so, list. (Example: references, transcripts, licenses.)

Follow-Up Activities

1. The Thank-you Letter

Evaluating your interview is not enough. Persistence on your part in showing an interest in the job you have interviewed for can pay off handsomely. If you have been requested to submit additional support materials, a follow-up letter is an obvious means of transmitting the data. However, in every interview situation, a thank-you letter should be sent to the interviewer. Such attention to detail speaks well for your enthusiasm and for your sense of responsibility. It also places your name before the employer one additional time. Write a thank-you letter no more than two days following the interview.

2. The Hiring Decision

Probably the toughest part of the job search process is waiting to learn from the company if the job offer will be made. You should clarify with your interviewer prior to the interview's close the process which the company will follow in making a decision. Likewise, you should investigate your progress with the company along the way by telephoning the employer to question your status. If done with enthusiasm, and not overindulgence, this can be helpful in advancing your cause. It can also keep you more attuned to the situation and less frustrated with the waiting game.

511 Maple Street
Greenville, SC 29601
January 30, 1989

Mr. Robert Hines
Manager
L. R. Smith Company
P.O. Box 4616
Greenville, SC 29603

Dear Mr. Hines:

I appreciate the opportunity of meeting with you on January 29 to discuss a payroll management position with your firm. After learning more about your company and its demand in the area of payroll management, I feel very strongly that I have the necessary training and experience and would be an asset to the organization's goals.

Again, thank you for your time. I would be pleased to be a part of the L. R. Smith Company, and I look forward to hearing your hiring decision.

Sincerely,

Susan Riley

A Few Parting Comments...

Job hunting is not a unique endeavor...but how you approach it should be as unique as is the individual. The steps involved in the job search are somewhat standard:

Become Aware of Yourself
Set Career Goals
Research Career Resources
Plan and Organize Your Job Search
Prepare Job Search Documents
Interview for the Position
Get the Job!

How you go about each of these steps should be an individual choice of what is most suitable and comfortable for you.

If you have followed the job search outline provided here, you have undoubtedly learned a great deal about yourself and the career goals you have established. Following through on these career goals is primarily a matter of using the knowledge you have gained about yourself--using it in such a way as to share and to sell your characteristics and qualifications. And in so using this information, one attribute must stand out more than any other: confidence. Although the importance of this has been mentioned previously in a number of circumstances, it cannot be over-stressed! You must be certain that you are the right person for the job before you can convince anyone else of the fact and that degree of confidence is evident in everything you say, write or do during the job search process.

So, take a good dose of positive attitude and apply it to the standard steps involved in getting a job. Learn about yourself and be proud of your strengths. With that basis, it is easy to convey your assets to someone else.

Good luck as you seek to grow in your career and in your life!